CITY OF KENT POSITION DESCRIPTION

PK679					
PARKS SYSTEM SUPPORT SPECIALIST					
NR 27					
Parks System Support Specialist					
Incumbent:					
Location: Parks and Recreation – Commons					

GENERAL PURPOSE:

Under the direction of the Recreation Manager, perform a variety of responsible administrative and technical duties in support of the Recreation Division. Provide technical software support and training for the Parks Department program registration and facility booking software, and process administrative details not requiring the immediate attention of the assigned supervisor.

Work is characterized by administrative and technical duties in support of the Recreation Division's programs and the Parks Department registration software. Duties and responsibilities include, but are not limited to assisting in the preparation of the operating and capital budgets; monitoring expenses; processing and maintaining payroll for the section; preparing reports and correspondence for the Facility Manager; ensuring that cash receipting controls are followed and financial records are processed in a timely manner. Incumbent trains and assists department staff, helps implement updates and changes, conducts first line software problem solving for end users, maintains, and ensures data integrity for Parks Department registration system. Incumbent also performs data entry for registration overflow and provides back up front office support as needed during peak registration periods.

Work is performed under limited supervision. Employee and supervisor work together to define objectives, develop deadlines, projects and work to be completed. Employee is responsible for the work, plans and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies in terms of established departmental policy, practice and/or objective. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Maintain the Parks Department program registration and facility booking software in

order to ensure data integrity and quality. Set standards for data entry, maintain and audit the quality of inputted material and information.

Provide training and on-going assistance to Department staff using the registration software.

Develop, implement, and revise office procedures in accordance with Finance cashhandling policies.

Support and/or back up front office as needed during peak registration periods.

Perform data entry for registration overflow in adult sports and classes. Set up teams as needed for youth and adult sports programs.

Act as liaison with Information Technology Department and the vendor regarding Parks Department registration system to request changes and trouble shoot problems. Attend user group meetings and regional training in order to remain upto-date on changes and/or improvements to the product. Assist Information Technology in the test, review and implementation of updates to ensure that system responds to department needs and is available to end users.

Reconcile daily cash receipts for facility and WebReg against general ledger and prepare for deposit. Process all related adjustments and journal entries in the registration and Finance software systems.

Assist Finance Department with revenue/expenditure issues. Research and resolve credit card discrepancies, failed payment transmittals, returned checks and general ledger overages/shortages. Serve as liaison between customer and Finance.

Review general ledger accounts in registration software for accuracy. Complete monthly reconciliation of Recreation deposit, scholarship and wellness funds.

Review rental contracts, process their completion and refunds. Review customer accounts for accuracy, research payment discrepancies and make corrections as required. Process customer refunds for department programs. Resolve any refund issues and submit refund check requests to Finance.

Create and update office forms as needed. Order office supplies and maintain stock of supplies and forms. Prepare special forms for publishing.

Process timesheets and enter payroll for division. Oversee timesheets for temporary employees. Review for accuracy and process required reports. Administer personnel change forms and new hire documentation for regular and part-time staff.

Compile statistical data for special and periodic reports and prepare customer correspondence for the Facility Manager.

Position Description: Accounting Technician

Produce standard and customized reports for the Parks registration software using the built in report writer in order to provide information needed by the Parks Department.

Assist Information Technology Webmaster with thective electronic registration portion of the Park Department web page. Monitor the web registration email site and answer customer inquiries.

Perform accounts payable and receivable procedures as needed, including issuing purchase orders, receiving of goods, reviewing procurement purchases, employee reimbursements, and customer invoicing.

Assist with annual budget preparation for Parks Recreation.

Become familiar with, follow, and actively support the vision, mission, values and behavior statements of the department and the City.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Basic bookkeeping and accounting principles, practices and procedures
- Basic budgeting procedures including preparation, monitoring, transfers and reporting
- Basic administrative research methods and practices
- Database software system used by the City for program registration and facility booking
- Seagate Crystal Report Writer
- Technical aspects of field of specialty
- Modern office practices, procedures and equipment including personal computers and related Windows-based computer software applications
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Oral and written communications skills
- Telephone techniques and etiquette
- Interpersonal skills using tact, patience and courtesy
- Organization, operations, policies and objectives of Parks Department
- Record-keeping techniques

SKILLED IN:

- Analyzing software problems, pinpointing the cause and providing effective solutions
- Effectively communicating technical ideas in layperson's terms

- Meeting schedules and timelines
- Providing, understanding and following oral and written communications
- Providing feedback in a tactful and useful manner
- Training others in the use of department-specific software
- Demonstrating effective interpersonal skills using tact, patience and courtesy
- Using proper telephone techniques and etiquette to properly assist a diverse assortment of inquiries and persons
- Composing and editing correspondence and reports
- Assembling diverse data and preparing reports
- Applying the modern office practices, procedures and equipment including personal computers and related software such as word processing and spreadsheet programs to assigned tasks
- Maintaining inter-related files and records

ABILITY TO:

- Perform clerical and administrative duties and relieve the supervisor of administrative details
- Compose, proofread and edit general and special correspondence and reports including letters, memoranda, management reports, etc.
- Effectively present information and respond to questions from groups of managers, employees and users with diplomacy and tact.
- Provide technical software expertise to department staff and users
- Establish and maintain effective and cooperative working relationships with others
- Respond to common inquiries and complaints from users
- Plan and organize work to meet schedules and timelines
- Work confidentially with discretion; maintain records and files
- Analyze situations accurately and adopt an effective course of action
- Work independently with minimum direction
- Read and comprehend business correspondence, policies and procedures, training manuals
- Add, subtract, multiply, and divide quickly and accurately
- Compute rate, ratio, and percent and to draw and interpret bar graphs
- Operate a variety of office equipment including computer terminal as required
- Learn the policies, procedures, activities and programs of an assigned area or office quickly and accurately
- Understand and follow oral and written instructions
- Work effectively on several projects concurrently

EDUCATION AND EXPERIENCE REQUIRED:

Education: High school diploma, or equivalent, supplemented by some college level

course work or training in public or business administration or a related field;

and

Position Description: Accounting Technician

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Experience: Two years of increasingly responsible administrative support experience

including an emphasis on personal computer software applications and at least one year of administrative support to a division director/manager.

Or: In place of the above requirements, the incumbent may have any equivalent combination of relevant education and experience which would demonstrate

the individual's knowledge, skill and ability to perform the essential duties

listed above.

LICENSES AND OTHER REQUIREMENTS:

Washington State Driver's License

Technical software support experience desirable.

MACHINES, TOOLS AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer including spreadsheet and word processing software, printer, telephone, fax machine, copy machine, calculator, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for extended periods of time; use hands to finger, handle, or feel; talk; and hear. Frequently is required to reach with hands and arms. Occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. Must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in an indoor office environment subjected to multiple interruptions by walk-in citizens, employees, telephone calls and interoffice activities. While performing the duties of this job, the employee may be exposed to individuals who are irate or hostile requiring conflict management skills. The noise level in the work environment is usually moderate.

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SIGNATUI	RES:				
Incumbent	's Signature	Date	Supervisor's Signature	Date	
Approval:					
Director/Designee's Signature Date		Employee Services Director/I	Designee Date		
** Note:	Note: This document will be reviewed and updated yearly at time of employee performan appraisal; when position becomes vacant; or, if position's duties are changed significant				

Revised: 03/25/03; 10/31/07